

Recently I have been having a problem with my TV cable service from AT&T Broadband. They redid the wiring in my area, and knocked our cable out. When I called them up on Jan. 5, 2003 they said the earliest they could get someone out their was Jan. 9, 2003, which I thought was terrible, since they were responsible for knocking out my cable service. Later that night I recieved a call from AT&T Broadband and was told that the problem was being fixed as we were speaking. The next morning I woke to no cable. I called them that evening, and it turns out that they went ahead with out asking me to canceling my Thursday appointment. The best they could do was Jan. 13, 2003, I was very upset with this but I had no choice. On Jan. 13, 2003 I woke at 8:30, since the service person was suppose to come between 8:30 to 12. I went to the bathroom at around 8:50 and acording to the caller ID they called around 8:55, since I was in the bathroom I couldn't reach the phone. The person never left a message and moved on. It seems ridiculous that the customer has to sit by the phone for 3 1/2 hours. When I called AT&T Broadband later that morning they said that it was to bad, and the next time that they could come that would fit my schedule was Jan. 15, 2003. The person came and fixed it, he told me that because of maintenance that they were doing to the wires, my cable wires needed to be switched. I think it is RIDICULOUS that AT&T Broadband did not make sure that the houses that needed to be switched were. But when I got home later that day from classes, I noticed that the TV without the digital cable box did not have HBO. When I called AT&T Broadband they told me that the new wires did not allow HBO to come to my TV with out a box which would cost me anothe \$4.50 a month, added to the extremly high price of \$50 that I am already paying.

In conclusion it seems that AT&T Broadband is using its Monopolistic power to not give the superior service that their clients deserve. If they do maintenance they should also check their records to see if they need to make sure all their customers can get to the service. They should not be aloud to change things around in order to charge customers an already ridiculous high price. I have no other options for TV service since satellite TV would not be economical for a college student.